



Classification: Information Technology Associate

Title: CSAC Service Desk Associate

Tenure and Time Base: Permanent, Full Time

Salary: \$4,013-\$7,108

Posted: 11/21/19

Final Filing Date: Until Filled

The California Student Aid Commission (CSAC), located in Rancho Cordova, is the principal state agency responsible for administering approximately \$3 billion in financial aid programs for students attending public and private universities, colleges, and vocational schools in California. Our Mission is to make education beyond high school financially accessible to all Californians.

### **Not Your Average IT Shop**

The Information Technology Associate is a member of the Information Technology Services Division (ITSD) Team comprised of highly motivated, collaborative professionals. As needed, this position will act as a Level1/Level2 Service Desk Agent, provide hardware and software support and asset management and procurement support. We are searching for a self-starter, creative thinker with a positive attitude to join our team. Our focus is on providing excellent customer service. We strive to hire the best and brightest staff. We coach, mentor and guide them to become the best they can be.

Can you work under pressure and come up with innovative solutions to new problems? Are you willing to work in a small team and push everyone to be the best that they can be? Do you love learning new things and expanding your knowledge? If so, the ITSD Team might be the right fit for you.

### **About the System you'll support**

The Grant Delivery System (GDS) is comprised of 17 applications, the oldest of which was developed 30 years ago. The CSAC ITSD Infrastructure Team, with the help of other ITSD units, maintain and enhance these applications. The CSAC is currently launching the first of two phases of the Grant Delivery System Modernization Project (GDSM). This phase is the new student user interface that is connected to the previous GDS to move to a fully integrated system in phase two.

### **Highlights of the Job**

- Act as Service Desk Agent (Level 1/Level2).
- Provide IT Service Desk Hardware/Software Support.
- Act as Service Desk IT Asset Management Agent, Procurement and Telecommunication Support.
- Knowledge of CSAC Database and Network Infrastructure.

- Collaborate with diverse technical and non-technical groups, spanning all organizational levels.
- Ability to multi-task between projects with competing priorities.
- Identify metrics and drive initiatives to improve the quality of ITSD services.

### **Preferred Qualifications**

- Strong understanding of and experience in the application of ITIL, ITSM and SDLC.
- Strong analytical and problem-solving skills.
- Experience in desktop computer imaging tools, techniques, methodologies and approaches. Experience working in a help desk or service desk environment.
- Experience in IT asset management and procurement.
- Various database hardware and software experience.
- Experience in understanding testing processes, procedures and methodologies
- Experience with Service Asset Configuration Manager (SACM).
- Knowledge and experience in database programming and testing.
- Ability to understand complex technologies and concepts.
- Understanding of technical architectures, standards and best practices.
- Comprehensive understanding of technical development environments.
- Comprehensive understanding of software development methodologies.
- “Hands-on” and detail oriented.
- Technical and security expertise of the more complex nature.
- IT project management experience.
- Experience with and understanding of application support processes/issues.
- Experience writing technical design documents as well as policy, process and procedures.
- Strong writing, communication, analytical and organizational skills.
- Ability to effectively communicate via various media with management, stakeholders, customers, contractors, peers and staff.
- A willingness to learn new things, embrace change and support others with change management.
- An ability to perform well under pressure on time-sensitive and high priority projects.

### **Who Should Apply**

Interested individuals who meet the minimum and desirable qualifications and are eligible to be appointed to the **Information Technology Associate** classification.

Applicants must have current list eligibility for appointment to this class, currently a State employee who has transfer eligibility (transfers must meet the minimum qualifications for the advertised class, per CCR Rule 250), or currently in an **Information Technology Associate** position. Appointment is subject to SROA/Surplus provisions. SROA and Surplus candidates are encouraged to apply. Surplus candidates must submit a copy of their surplus status letter. Other methods of appointments will be considered, including Training & Development (T&D) Assignments.

All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the **Information Technology Associate** classification, which can be found here:

<https://www.calhr.ca.gov/state-hr-professionals/pages/1400.aspx>

In addition, please attach all required supporting documents (i.e. transcripts/diploma, license, and/or required certificate) to your application.

Eligibility is determined by the completed information on your Std. 678 and/or résumés; please ensure applications and/or résumés contain completed information or your application may not be accepted.

### **How to Apply/Final Filing Date**

Please reference **RPA #19-020**, **JC-176582**, **Position #270-701-1401-XXX, IT Associate**, in the 'Job Title' section on the application, Std. 678.

Interested and qualified candidates must complete a State Examination/Employment Application (STD. 678) which is required. Submission of a résumé is optional. Applications and résumés will be accepted **Until Filled**. Electronic submission of applications and Statements of Qualifications may be completed through your CalCareer account at [www.jobs.ca.gov](http://www.jobs.ca.gov). Please contact the Personnel Office at (916) 464-8910 or email at [Personnel@csac.ca.gov](mailto:Personnel@csac.ca.gov) if you need assistance with the electronic application process.

Applications will **not** be accepted by fax or e-mail. You may also submit your application in person or by mail at:

CA Student Aid Commission  
P.O. Box 3210  
Rancho Cordova, CA 95741-3210  
Attention: Personnel-Recruitment

CA Student Aid Commission  
11040 White Rock Road  
Rancho Cordova, CA 95670  
Attention: Personnel-Recruitment

THE STATE OF CALIFORNIA IS AN EQUAL OPPORTUNITY EMPLOYER TO ALL, REGARDLESS OF AGE, ANCESTRY, COLOR, DISABILITY (MENTAL AND PHYSICAL, EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE,, GENDER, GENDER IDENTITY OR EXPRESSION, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, SEX (INCLUDES PREGNANCY, CHILDBIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), AND SEXUAL ORIENTATION OF ANY PERSON.

IT IS AN OBJECTION OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

# **CALIFORNIA STUDENT AID COMMISSION**

## **DUTY STATEMENT**

### **Position Identification:**

Employee Name:	Vacant
Classification:	Information Technology Associate
Working Title:	CSAC Service Desk Associate
Position Number:	270-701-1401-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	10/4/19
Effective Date:	TBD

### **Function (Summary of Responsibilities):**

Under general supervision of the Information Technology Supervisor II of the IT Support Services Section, Information Technology Services Division (ITSD), the incumbent will perform a variety of tasks at the full journey level in connection with the analysis, development, installation, procurement, or support of the Commission's information technology systems and telephony networks and/or systems. Incumbent may act as project or team leader on information technology system studies, and/or participate with other analysts on information technology system studies of complex nature or broad scope.

### **Reporting Relationships:**

Reports directly to the Information Technology Supervisor II under general supervision, of the IT Support Services Section, IT Operations Branch, Information Technology Services Division (ITSD).

### **Program Identification:**

The California Student Aid Commission is responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California. The Commission's central mission is to make education beyond high school financially accessible to all Californians.

The ITSD Division's function is to provide information technology services to our internal and external customers.

## **Job-Functions:**

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

35% Provide customer and desktop support to internal and external users, which includes providing phone and email support and assistance. Obtains and documents user requests and troubleshoots problems for immediate resolution. Analyzes and determines the need for escalation of support. Ability to utilize and configure the existing Automated Call Distributor (ACD) and IT Service Desk Incident Management tool ServiceNow. Monitor calls and determine phone support needs based on call volume. Ability to administer Level 1 & 2 internal hardware and software issues. Process access request forms and configure system access for users.

35% Provide setup, installation, support, imaging, and maintenance for all desktops, laptops, workstations, and printers utilizing CSAC's standards for hardware and software. Analyze and identify system problems and needs. Recommend solutions to respective leads and/or supervisors and document all results; communicates issues with other team members as needed regarding fixes, troubleshooting, and status of tickets, forms, and projects. Record and change technical procedure and process documents. Work on complex analytical studies and troubleshoots software operation, network/server support, and maintenance involving complex IT systems. May act as a project leader or participate with other individuals on complex IT studies with a broad scope.

25% Assist in administering the procurement process for IT equipment, software, maintenance and support items. Become familiar with the State procurement processes and procedures. Assist in the management of the IT asset management process for hardware and software products by learning all components of the process including: ordering, tagging, tracking, inventory control, e-waste & the survey process. Ability to train users and support asset management software system.

Assist in the administration of the usage of Enterprise Services Management tools. Ability to customize, create and modify Enterprise Services Management tools and generate reports.

Develop ways to improve the productivity of Tier 1 & 2 Customer and Desktop Support issues. Proactively maintain quality customer service standards in unit.

Assist in monitoring, configuring and supporting telephony systems such as Shortel, Airwatch, mobile devices and BYOD processes.

Assist in the setup and breakdown of CSAC IT equipment within conference rooms including equipment, conference call setup, webinar setup and user training.

Participate in audio/video and technical support at Commission meetings or other events. Limited travel may be required.

Responsible for limited special projects requiring detailed analysis and compilation of data.

## **Non-Essential Functions**

5% Other duties and responsibilities as required.

## **ADA Requirement**

Alternatives will be provided for incumbents who are unable to perform the essential functions of the job due to a disability covered under the Americans with Disabilities Act.

## **Physical Requirements:**

Ability to operate and utilize office machines required to perform work tasks, such as copiers, faxes, calculators, personal computer, etc. these job duties may require the incumbent to work under demanding conditions and irregular hours during peak periods. Requires sitting for long periods while using a personal computer or reviewing documents and working papers.

## **Working Conditions:**

Employee's work is to be performed within an office environment, and is equipped with standard or ergonomic office equipment, as needed. Attend meetings in designated conference rooms and be willing to travel to off-site locations.

## **Attendance:**

Must maintain regular and acceptable attendance.

## **Signature:**

By signing this document, I acknowledge that I have read and understand all the requirements and information above and will receive a copy of this duty statement.

Applicant/Employee Certification of Essential Functions: I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodations. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel Office).

Professional Conduct: As an employee of the California Student Aid Commission, I shall conduct business in a professional and ethical manner by demonstrating integrity, honesty, good judgement, courtesy, and respect at all times. I shall be sensitive to, and responsible for, the efficient, economical, and legal implementation of all business operations.

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Employee Signature

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Date

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Supervisor Signature

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Date

\*Duties of this position are subject to change and may be revised as needed or required.